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Case Study: Onslow Carteret Behavioral Healthcare Services

How an EMR is helping one behavioral healthcare organization better serve people in need.

In 2005, Onslow Carteret Behavioral Healthcare Services chose Defran Systems' Evolv-CS as the solution to its particular electronic medical record (EMR) challenges. Some of the benefits of Defran's comprehensive clinical management system include:

- Greater access to client information by way of a true web based solution.
- 90% reduction in the time required to generate authorizations, claims and invoices due to real-time Service Authorization Requests and Approvals.
- More functional and timely reporting resulting from the consolidation of over 50 redundant data-bases.

CLIENT PROFILE:

Onslow Carteret Behavioral Healthcare Services (OCBHS) is a nationally accredited public agency serving individuals through a number of local behavioral healthcare providers throughout Onslow and Carteret Counties. It is also a Local Management Entity, (LME). LMEs are local government agencies that are responsible for managing the provision of mental health, developmental disabilities and substance abuse services (MH/DD/SA).

CHALLENGE:

As one of North Carolina's LMEs, OCBHS has particular data management needs, most of which are regulatory requirements. Prior to the Defran solution, much of OCBHS and its local providers' data management was performed manually, which was time-consuming and burdensome. For example, the authorization and accounting systems were not linked and authorizations, purchase orders, claims and invoices were manually created on paper. Documents that traveled by U.S. Mail took several days to reach their destinations, which created tracking difficulties and delayed the delivery of services to clients.

Electronically automating OCBHS and linking it to the community of service providers would be essential to move the agency forward into the changing future of the behavioral healthcare industry. OCBHS needed a comprehensive electronic medical record (EMR) solution that could collect data, manage information and analyze functions in real time.

The new web-based information system would need to address the following key requirements:

- *Service Authorizations* – The ability to track qualified providers, services and clients to insure accurate claims generation and submission.
- *Financial Management* – A system that could manage cash flow by matching claims billed to the state with incoming payments, track payments to service providers and handle accounts receivable and accounts payable.
- *Client Data Submission* – Periodically, OCBHS must collect and submit client demographic data to the North Carolina Consumer Data Warehouse (CDW), a repository that contains data regarding individuals receiving MH/DD/SA services.
- *Electronic Data Interchange (EDI)* – Enable the electronic generation of claims and insurance eligibility files for submission and process remittance advice files.

SOLUTION:

OCBHS chose Evolv-CS as the solution to its numerous EMR challenges. Defran Systems identified OCBHS particular workflows and data requirements and successfully provided the organization with a solution to obtain and analyze data that would allow the agency to evaluate performance, improve systems and services, and identify trends and the emerging needs of its clients. Evolv-CS provides accurate and timely clinical, financial and operational reports, which are vital to OCBHS management and continuous quality improvement processes.

RESULTS:

The implementation of Evolv-CS has led to overwhelmingly positive results for OCBHS. The agency has achieved a more streamlined and efficient workflow, which has reduced costs and improved cash flow. OCBHS now delivers more services to its clients due to greater claims accuracy and a reduction in the number of denied claims.

Critical Improvements:

- 24/7 Access to client information from anywhere in the world.
- Streamlined work flows, greater consistency and reduced duplication of data.
- 50% decrease of data entry staff positions resulting in substantial cost savings.
- The elimination of 50 various data-bases by the implementation of one comprehensive information management system.
- A reduction in authorization, claim and invoice generation time from 1000 hours/month to less than 100 hours/month due to real-time Service Authorization Requests.
- Increased number of claims paid due to greater accuracy regarding Exception Reporting of missing billing eligibility data.

CONCLUSION:

Onslow Carteret Behavioral Healthcare Services found Evolv-CS to be the high-powered, versatile solution to its widening information management challenges. Defran Systems' experience and commitment to its new

partner resulted in an implementation of an EMR that has led to a dramatic improvement in the efficiency of workflows, management of the organization's finances and ultimately, delivery of essential health services to OCBHS clients.